



## frequently asked questions: mentoring program

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### **What is MentorPRO?**

MentorPRO is an online data tracking and analysis system designed for mentoring programs to better manage their **P**rograms, manage mentoring **R**elationships and evaluate **O**utcomes. MentorPRO provides mentoring programs with standardized measures and a common system for collecting, tracking and analyzing mentoring data. It is the only system available which allows mentoring programs to integrate data derived from the ongoing tracking of mentoring relationships with youth outcomes data, helping them develop best practices to better serve young people.

### **Why is it called MentorPRO?**

MentorPRO is designed to support **P**rograms in following MENTOR's *Elements of Effective Practice* ([www.mentoring.org/elements](http://www.mentoring.org/elements)), MENTOR's research- and experience-based guidelines for running safe and effective mentoring programs. MentorPRO helps program coordinators manage their mentor and mentee **R**elationships more efficiently through all stages of the match. MentorPRO also helps mentoring programs evaluate the **O**utcomes of the mentoring relationship and to help identify programmatic trends, allowing staff to develop best practices and build accountability.

### **How was MentorPRO developed?**

MentorPRO was created in response to the mentoring community's demand for a data management and analysis system tailored to the specific needs of mentoring. MENTOR conducted a needs assessment of stakeholders to determine their specific needs for data tracking and evaluation; an Advisory Council comprised of Mentoring Partnerships and direct-service mentoring programs was convened to inform MentorPRO's specifications.

### **What are some of the tasks that MentorPRO will help me manage?**

MentorPRO is designed to help program coordinators manage the day to day operations of their programs, and to streamline and centralize paperwork. Program coordinators may manage volunteer inquiries and referrals; mentor screening, orientation, and training; match making, supervision, activities, and closure; and evaluate the outcomes for individual mentees and the program.

### **What are the standard reports that are available through MentorPRO?**

MentorPRO offers a series of standard reports, available on demand with the click of a mouse. Standard reports available include mentor, mentee and parent/guardian contact information; mentee wait lists; application status and screening processes; recruitment details; match activities and support; and youth outcomes. Additional reports may be selected using the Ad hoc reporting function, which allows program coordinators to easily design customized reports on mentors, mentees, and program elements.

### **What are some of the youth outcomes measured by MentorPRO?**

MentorPRO assesses youth outcomes in three areas: academic, behaviors, and psychological-social functioning. In the area of academic performance, MentorPRO measures youth reported scholastic competence; youth reported educational expectations; youth/parent/teacher reported grades; and teacher reported work completion. In the area of behaviors, MentorPRO gauges youth/parent/teacher reported misconduct and youth reported substance use. In the area of psychological-social functioning, MentorPRO determines the youth reported sense of hope and emotional self-efficacy; parent reported emotional problems; and youth/parent/teacher reported peer relationships. MentorPRO's youth outcome

measurements are drawn from the best available mentoring research that has been scientifically validated and are publicly available. In addition, MENTOR's Research and Policy Council consisting of the nation's leading mentoring researchers and practitioners have vetted and approved the outcomes and related indicators. MentorPRO was field tested to shape the final product before commercial distribution began.

**Will MentorPRO help with tracking board members, donors, and other stakeholders?**

In addition to allowing programs to manage mentoring relationships, program administrators also have the ability to easily track relationships and activities involving stakeholders from board members to non-mentor volunteers to donors. MentorPRO is not designed to replace financial management software that tracks revenue or expenditures. However, it can help manage relationships with donors and other volunteers by providing reminders for follow-up activities.

**Will MentorPRO keep personal information confidential and secure?**

All confidential and/or personal data will only be available to mentoring programs for their use; performance and outcome data is available solely in aggregated form to MENTOR and Mentor Michigan. MentorPRO is a secure application using a username-password model to control data access. Firewall technology is employed to block unauthorized connection attempts to gain access to the site and data servers, and the server software is constantly updated with security patches as they are made available. Secure Sockets Layer (SSL) technology is used to encrypt all data transmission within MentorPRO.

**Are there minimum system requirements for use of MentorPRO?**

While it is a requirement that user programs have Internet access, MentorPRO is simply designed, without many images, animation, or other applications that would slow down the system. While it is preferable to use a higher-speed Internet service, programs with dial-up service may also access and use MentorPRO. Some of the preprogrammed reports require the use of Adobe Reader, which may be downloaded for free from the Adobe website via a link on the MentorPRO site.

**Are there requirements for the programs using MentorPRO?**

Mentoring programs that are interested in using MentorPRO must demonstrate strong programmatic capacity (e.g., program must be at least one year old and establish evidence of long-term sustainability); strive to achieve the Mentor Michigan *Quality Program Standards*, maintain an active record in MENTOR's National Mentoring Database, participate in Mentor Michigan events, be registered in the Mentor Michigan Directory, and have completed the Wave V Mentor Michigan Census.

**What kinds of training and support will be provided to program users?**

MENTOR and Mentor Michigan will provide comprehensive training and support to program users through in-person trainings, web-based conference calls, and assistance via e-mail and phone. MentorPRO also has a detailed online user manual, featuring a robust searchable index and table of contents.